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ABSTRACT

Austin Community College mailed an Employee Satisfaction Survey in spring 2000 to 2,903 employees. The survey form asked respondents to rate college-wide and/or campus services that they had requested or received during the past year in terms of promptness, quality, attitude and overall service. The overall survey return rate was 15.4%, but rates varied greatly by employee group with a 42.9% return rate for administrators; 25% for full-time faculty and professional/technical staff; 20% for classified staff; 2.9% for hourly; and 1.3% for continuing education/adult education groups. A number of respondents indicated that the survey was overly long and cumbersome, suggesting that the length of the survey may have adversely affected the response rates. Findings show that: (1) staff in many areas needed customer service training; (2) telephones were not used effectively by many offices; (3) many areas were not able to respond quickly to the needs of college staff; and (4) 18 highly used areas were of special concern because they had high levels of dissatisfaction. College-wide offices with the highest level of user satisfaction included Risk and Insurance Management, Word Processing Services, and the Office of the Dean of Advanced Technology. Contains 20 tables and the survey form. (PGS)

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Employee Satisfaction Survey

Spring 2000

Results and Analysis

ED 448 836

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Employee Satisfaction Survey

Spring 2000

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Analysis

Austin Community College
Employee Satisfaction Survey
Spring 2000

Summary

In order to provide the College with information to enhance its ability to meet the needs of its employees, an Employee Satisfaction Survey was administered in Spring 2000. The results of this survey were analyzed to determine which areas of the College were best meeting employee expectations and which were perceived as being less responsive. Areas with the lowest over-all ratings are provided with more detailed analysis and will develop plans to address the concerns expressed by ACC employees.

Survey Development and Administration

The Spring 2000 Employee Satisfaction Survey [see Appendices] was based on a bubble form that had been developed and administered in 1996. In Fall 1999, it was modified to reflect the then current organization of the college and reviewed and approved by the Executive Vice Presidents and the Employee Association Presidents.

The survey form was divided into two main sections covering College-wide services and Campus-specific services. The Campus-wide services included 63 offices organized by administrative area.* For each office, respondents were given an opportunity to indicate if they had requested or received services during the past year. They then rated the Promptness, Quality, Attitude and Overall Service of the offices with which they were familiar

In March 2000, the questionnaire was mailed to 2,903 ACC employees. It was mailed to home addresses to ensure that those without campus mailboxes would receive it. The employee address lists were provided by Human Resources and included all Full-time and Adjunct faculty, as well as all Profession/Technical, Classified, and Administrative employees. In addition, the form was sent to a sample of 306 hourly employees and 392 Continuing Education and Adult Education Faculty.

The overall return rate was 15.4%, but rates varied greatly by employee group. The highest return rate was 42.9% of the 28 administrators. By group, about one-fourth of the Full-time Faculty and Professional/Technical staff returned the questionnaire. One-

* It should be noted that the College organization has changed since the form was developed. However, all discussion and analyses are based on the areas as they were at the time the form was developed.

fifth of the Classified staff responded. The Hourly and Continuing Education/Adult Education groups had the lowest return rates, 2.9% and 1.3% respectively. [See Table 1]

A number of comments expressed concern about the survey instrument—that it is overly long and cumbersome. As one faculty member commented, "This survey is 'too busy' to complete in a 'few minutes'." Another indicated, "This survey was too long. Next time ask only about 10 questions." Thus, the length of the survey may have adversely affected the response rate. Other comments suggested that some respondents are not familiar with the offices listed: "The design of this questionnaire is poor at best. There should have been some kind of explanation of what each office was responsible for. I don't believe that most employees know these departments 'official' name." This may have impacted response rates for individual offices.

The forms were scanned into a data file and data aggregated by office for each question. In the following analysis, results for the College-wide services are based on all respondents who indicated that they had used or received the services of a specific office during the past year. Campus-specific results are based on those who indicated a specific campus as their primary campus and who requested or received services in the past year.

College-wide services: General Results

Table 2 provides a list of Offices in order of the number of respondents indicating use. Response rates for offices varied. The number of respondents requesting or receiving services ranged from a high of 280 for the Payroll Office, to a low of 10 for the G[illegible]ment Relations Office. The mid-point for all offices was 17.7% or 79 respondents.

Many offices did not have high numbers of respondents indicating that they had requested or received services during the past year. **The level of use is an important factor to consider in analyzing employee satisfaction. If it can be assumed that offices that are used more have greater impact on employee satisfaction, then the College needs to focus its analysis on these areas.** Most-used areas are concentrated in the Human Resources and Business Affairs areas. This is not surprising, considering that these offices provide services that affect all employee categories. For example, all employees receive payroll and benefit services as part of the compensation process.

Table 3 lists all 63 college-wide offices by the percent of the respondents indicating they were Satisfied or Very Satisfied with the services provided by the area. The areas with the highest level of satisfaction—over 80% of respondents---include Risk and Insurance Management, Word Processing Services, and the Office of the Dean of Advanced Technology. Other offices with high rates of satisfaction included the ACC Foundation, the Office of the Dean of Communications, and the Office of the AVP for Academic Programs.

To determine where the College needs to focus efforts on improving its services, levels of dissatisfaction must be analyzed. Figure 1 and its adjoining Legend illustrate the relationship of Use and Dissatisfaction for all College-wide offices. Quadrant

boundaries were based on the mid-points of each dimension, Use and Dissatisfaction. Offices with high levels of both Use and Dissatisfaction are located in the upper right quadrant. Of the 18 areas, only six were not in the Human Resources or Business Services areas. For example, the Payroll Office [# 5 on Figure 1] was the most highly used office in the College. Highly Used offices that had lower levels of dissatisfaction are in Quadrant 4.

Table 4 lists the 29 offices with 80 or more respondents in the order of highest levels of dissatisfaction. Of these, 18 are of special concern because over 20% of respondents indicated dissatisfaction with the services provided during the past year. These areas warrant more detailed analysis.

College-wide Services: Promptness, Quality and Attitude

The ratings discussed thus far have been based only on the responses to Overall Service. To assist in developing an additional set of information, three dimensions were also rated, Promptness, Quality, and Attitude. To the extent that it is possible to determine effects of these factors, trends in these dimensions may assist areas in developing plans to improve their effectiveness in meeting employee needs.

In general, Promptness was not highly rated. **As Table 5 shows, the percentage of respondents indicating dissatisfaction with Promptness was higher than that of Overall Service for 17 of the 29, or 58.6%, highly used offices.** Even for offices that had lower levels of dissatisfaction, Promptness tended to be an issue. Of those highly used offices with Overall Service ratings below 20% dissatisfied, 7 of the 12 areas (58.3%) had Promptness dissatisfaction ratings that were more that two percentage points higher than their dissatisfaction ratings for Overall Service.

While Promptness tends to be problematic for most areas, **it is clearly an issue for several offices where the Promptness dissatisfaction percentage was more than 5 percentage points higher than the Overall Services dissatisfaction rating.** These include: Personnel Records, Computer Help Desk, Employee Benefits Office, Accounts Payable, ACC Net Services, IT Systems Support, Physical Plant, and Telephone Services.

On the other hand, Service Attitude and Quality ratings tended to track with Overall Service ratings. Most Service Attitude and Quality percentages were within 5 percentage points of the Overall Service ratings.

College-wide services: Employee Group Trends

For purposes of this analysis, employees were grouped into three categories: Full-time Faculty, Adjunct Faculty, and Non-faculty. Table 6 summarizes the results for highly used offices by these three groups. Dissatisfaction rates varied by employee group. For example, while all groups were dissatisfied with the Payroll Office, the percentage dissatisfied ranged from 51.7% for Full-time faculty to 20.3% for Adjunct faculty, with Non-faculty being in the middle at 33.3%.

Focusing on highly used areas in Table 7, Full-time faculty were most dissatisfied (over 50%) with Employment Services, Payroll, Personnel Records, Employee Compensation, the Office of the VP for Business Services, AVP for Human Resources, and the Office of the EVP for Administration. In less used areas, this group had higher levels of dissatisfaction than other employee groups for the Office of the Marketing and Public Information Executive (52.2%) and the Marketing Office (68.4%).

Adjunct faculty generally had lower levels of use than other groups, as shown in Table 8. Their highest levels of dissatisfaction were with Employee Compensation (44.4%), Employment Services (42.3%), Maintenance (38.5%), the Office of the EVP for Administration (36.4%), and ACCNet (35.5%).

Non-faculty (Table 9) tended to be less dissatisfied overall than faculty groups. Their highest levels of dissatisfaction occurred with Payroll (33.3%), Employment Services (35.2%), Employee Compensation (32.7%) and Office of the VP for Business Services (32.7%).

College-wide services: Comments

Written comments were made by a number of respondents.* Most comments focused on areas relating to customer service. Several mentioned customer service specifically:

> "All offices need to focus on customer service."
>
> "There are many departments at ACC that need customer service training. They also need to realize that we are each other's customers. Sometimes I am saddened by the way some people treat co-workers and students."
>
> "However, my overall impression is that all units lack a sense of urgency. Services are provided when ACC employee speed permits."
>
> "...employees are rude..."

Dissatisfaction with customer service was also reflected in comments about contacting offices. Many respondents specifically referred to difficulties related to the use of telephones:

> "I rated several offices dissatisfied because whenever I call them I can never get anyone to answer the phone and I am usually trying to help someone at that time. I think voicemail is overused."

* Comments on specific offices will be shared with the individual areas.

"An observation: when calling offices for service, there is a tendency on the part of clerk or office workers not to answer the telephone. The automatic answering machine does most of the phone answering."

"My biggest complaint w/HBC is their reliance on voicemail. It is very hard to get hold of a 'live' person. Since adjuncts share offices and hold varied office hours, we can be hard to reach."

Several respondents mentioned the appearance of the campuses and dissatisfaction with custodial services:

"Custodial services in the classrooms and halls are very poor."

"Classrooms are filthy."

"The contracted services are poor!"

"I find the filth and overall appearance of campuses disgusting."

One respondent did indicate that there had been some improvement:

"Custodial service prior to this semester - it has improved a lot."

On the other hand, some respondents were more positive overall:

"I am very, very excited to see the results of this. The majority of these services have improved a great deal in the past 6 mo!"

"I have seen an improved, helpful attitude from several offices at HBC (this was not the case last year)."

"I love ACC; I love teaching there and also enjoy taking classes."

Campus-Based Services: General Results

Analysis of campus-based services focuses on both general results and campus-specific responses. In aggregate, campus-based areas received higher numbers of responses over-all than those that are college-wide. All but six areas had 80 or more respondents (See Table 10). The aggregate analysis will focus on areas with 80 or more respondents. **It is also interesting to note that campus-based services had higher satisfaction levels and lower dissatisfaction ratings over-all than college-wide areas**.

Table 10 provides information on the number of respondents who indicated they requested or received services from a campus-based office/service. Campus Police (294 or 65.5% of respondents) and Duplication Services (290 or 64.9% of respondents) were

the most used areas. Also in the top five were Mailroom Services (267 or 59.7%), Campus Managers Offices (226 or 50.6%), and Custodial Services (225 or 50.3%).

In general, respondents were most satisfied (over 80% satisfied) with Learning Resources (89.0% satisfied), Duplication Services (85.9%), Evening Supervisor's (83.3%), and the Learning Labs (81.5). (See Table 11 and Figure 2). **They were most dissatisfied (over 20%) with Bookstores (27.5% dissatisfied), Advising Offices (26.3%), Offices of the Campus Deans of Student Services (24.0%), Custodial Services (23.6%), Micro Computer Support Services (23.5%), that the Counseling and Bursar's Offices (20.2%).** (See Table 12 and Figure 3).

Campus-Based Services: Employee Group Trends

As Tables 13 through 16 show, ratings vary by employee group. Table 13 provides summary data for all campus-based areas for each employee group as compared to the overall dissatisfaction rating by all respondents. Tables 14 through 16 list ratings of high-use areas for each employee group in rank order of dissatisfaction level. Some areas listed in Table 13 were not included on the employee-group based tables because they were not highly used by that group.

Table 13 shows a wide range of dissatisfaction levels for all employee groups. Ratings also varied by group. For example, Bookstores had high levels of dissatisfaction for faculty groups, but non-faculty were more neutral in their assessment. On the other hand, non-faculty were more dissatisfied with Counseling Services than either faculty group.

As shown in Tables 14 through 16, Full-time faculty were most dissatisfied with the Bookstore (38.3% dissatisfied), Office of the Campus Dean of Student Services (34.3%), Custodial Services (32.9%) and the Financial Aid Office (31.8%) while Adjunct faculty were most dissatisfied with the Bookstores (32.3%) and Micro Computer Support Services (22.7%). Non-faculty were most dissatisfied with Counseling Offices (34.1%) and Assessment Centers (32.0%).

Campus-Based Services: Campus Trends

Respondents were asked to indicate the campus with which they were most familiar. Numbers for mail ACC campuses ranged from a high of 99 for Northridge to a low of 13 for Eastview (see Table 17). Results for Eastview, Cypress, and Pinnacle should be analyzed with caution, since these campuses had few respondents. In addition, it is not be possible to do detailed analyses by campus for employee groups since this would result in too few respondents to be valid.

Table 18 presents data related to dissatisfaction of highly used offices by campus. One table has been created for each campus. The results are reported for each office based on the campus selected by the respondents. Thus, if a respondent selected Cypress as the campus with which they are most familiar, all of their satisfaction ratings were

included for the campus-based offices/services at Cypress. Results for areas with fewer responses should be analyzed with caution. For example, since only 26 respondents indicated they were most familiar with Cypress, offices had between 4 and 20 responses. Eight areas had fewer than 10 responses. Even so, the Bookstore is notable for its high dissatisfaction rating. Similar analyses can be made for each campus.

To illustrate how services/offices were rated across campuses, Table 19 shows the dissatisfaction level for highly used areas. **In general, the Bookstores had the highest dissatisfaction ratings overall—of the 182 who rated Bookstores, 50 or 27.5% indicated dissatisfaction. However, at Riverside, the level of dissatisfaction was 43.8%, more than 10% higher than the overall rating at other campuses.** In Table 19, the offices/services with ratings at least 5% more than the overall level of dissatisfaction are outlined with a bold line. More detailed information on dissatisfaction levels for these 21 areas is presented in Table 20. For example, the Bookstore at Riverside had a rating of 41.2% for Promptness, 38.5% for Quality, and 39.4% for Attitude.

Other areas of concern include the Advising Offices, but mainly at Northridge and Riverside; Custodial Services, Campus Police, and Counseling Offices at Northridge and Riverside; and Campus Manger's Offices at Rio Grande and Riverside. Riverside had more areas of concern than other campuses.

Recommendations

While results of this survey are based on perceptions, they suggest that the College as a whole should assess its services in relation to meeting the needs of faculty and staff. Services/offices who have ratings indicating high levels of dissatisfaction may consider using focus groups to help provide insights at to specific concerns that they may be able to use for further planning.

Tables and Figures

Table 1

Employee Satisfaction Survey Spring 2000 Return Rates							
NOTE: *The percentage of responses received from this group waas greater (over) or less (under) than the percentage of all college employees in this group							
Employee Group	**ACC Employees #**	**%**	**# Sent**	**# Returned**	**Response Rate**	**% of Respondents**	**Representation***
Full time facuty	383	10.2	383	98	25.6%	21.9	Over
Adjunct faculty	1044	27.7	1044	139	13.3%	31.1	Over
Continuing/Adult Education faculty	938	24.9	392	5	1.3%	1.1	Under
Professional/Technical	295	7.8	295	73	24.7%	16.3	Over
Classified	455	12.1	455	90	19.8%	20.1	Over
Administration	28	0.7	28	12	42.9%	2.7	Over
Hourly	624	16.6	306	9	2.9%	2.0	Under
Unknown				21		4.7	
Total	3767	100.0	2903	447	15.4%	100.0	

Table 2

College-wide Offices/Services: Use by Number Receiving or Requesting Services		
NOTE 1: * indicates offices in the top 20%; ** indicates offices in the bottom 20%		
NOTE 2: percentages are of 447 respondents		
College-wide Offices/Services	**number requesting/ receiving services**	**% of total responses**
*Payroll Office	280	62.6
*Computer Help Desk (223-HELP)	253	56.6
*Employee Benefits Office	196	43.8
*ACCNet Services	193	43.2
*Staff Development Office	181	40.5
*Admissions and Records Office	180	40.3
*Bursar's Office (HBC)	170	38.0
*Office of Faculty Development	168	37.6
*Maintenance (Repairs)	156	34.9
*Employment Services	150	33.6
*Telephone Services	149	33.3
*Personnel Records Office	149	33.3
*Office of the AVP for Human Resources	145	32.4
Purchasing Office	140	31.3
Accounts Payable Services	139	31.1
Central Warehouse Services	130	29.1
General stores/Inventory Services	105	23.5
Employee Compensation Office	104	23.3
Office of the VP for Business Services	103	23.0
Office of the Dean of Arts & Humanities	102	22.8
Office of the AVP for Information Technology	97	21.7
IT Systems Support	96	21.5
Office of the Dean of Math & Science	95	21.3
HBC Room Scheduling	91	20.4
Office of the EVP for Administration, Institutional Advancement & Community Relations	83	18.6
Office of the Dean of Soc. & Behav. Sci.	82	18.3
Workforce Training & Cont Educ Office	82	18.3
Physical Plant	80	17.9
Office of the AVP, Institutional Effectiveness	80	17.9
Office of the EVP for Instructional Affairs	79	17.7
Office of the Marketing & Public Info Exec	79	17.7
Financial Aid Office	78	17.4
Distance Learning Services	78	17.4
Office of the AVP for Academic Programs	76	17.0
Office of the AVP for Open Campus	75	16.8
Switchboard Services	73	16.3
President's Office	73	16.3
Office of the EVP for Campus Operations, Student Affairs & School Relations	72	16.1
Office of the AVP, Retention & Stu. Servcs	70	15.7
Office of the AVP for Facilities & Operations	70	15.7
Office of the Dean of Communications	66	14.8

College-wide Offices/Services	number requesting/ receiving services	% of total responses
IT Programming	66	14.8
Marketing Office (Program Promotions)	64	14.3
Publications Office	61	13.6
Office of the Dean of Continuing Education & Lifelong Learning	60	13.4
Office of the Dean of Business	59	13.2
Office of the Dean of Health Sciences	58	13.0
Office of the AVP, Learning Resource Servcs	54	12.1
Records Management Office	54	12.1
Adult Basic Education/GED Office	54	12.1
**Office of the Dean of Applied Technology	53	11.9
**Risk and Insurance Management Office	53	11.9
**TASP Office	53	11.9
**Word Processing Services	52	11.6
**International Education Programs Office	47	10.5
**Office of the AVP for Workforce Education	46	10.5
**Public Information Office (News Bureau)	44	9.8
**Office of the Dean of Advanced Technology	43	9.6
**Office of Community Relations & Outreach	42	9.4
**Grants Office	41	9.2
**ACC Foundation	36	8.1
**School Relations Office	34	7.6
**Government Relations' Office	10	2.2

Table 3

College-wide Offices/Services:
Ratings of "Overall Service" by Percent Satisfied

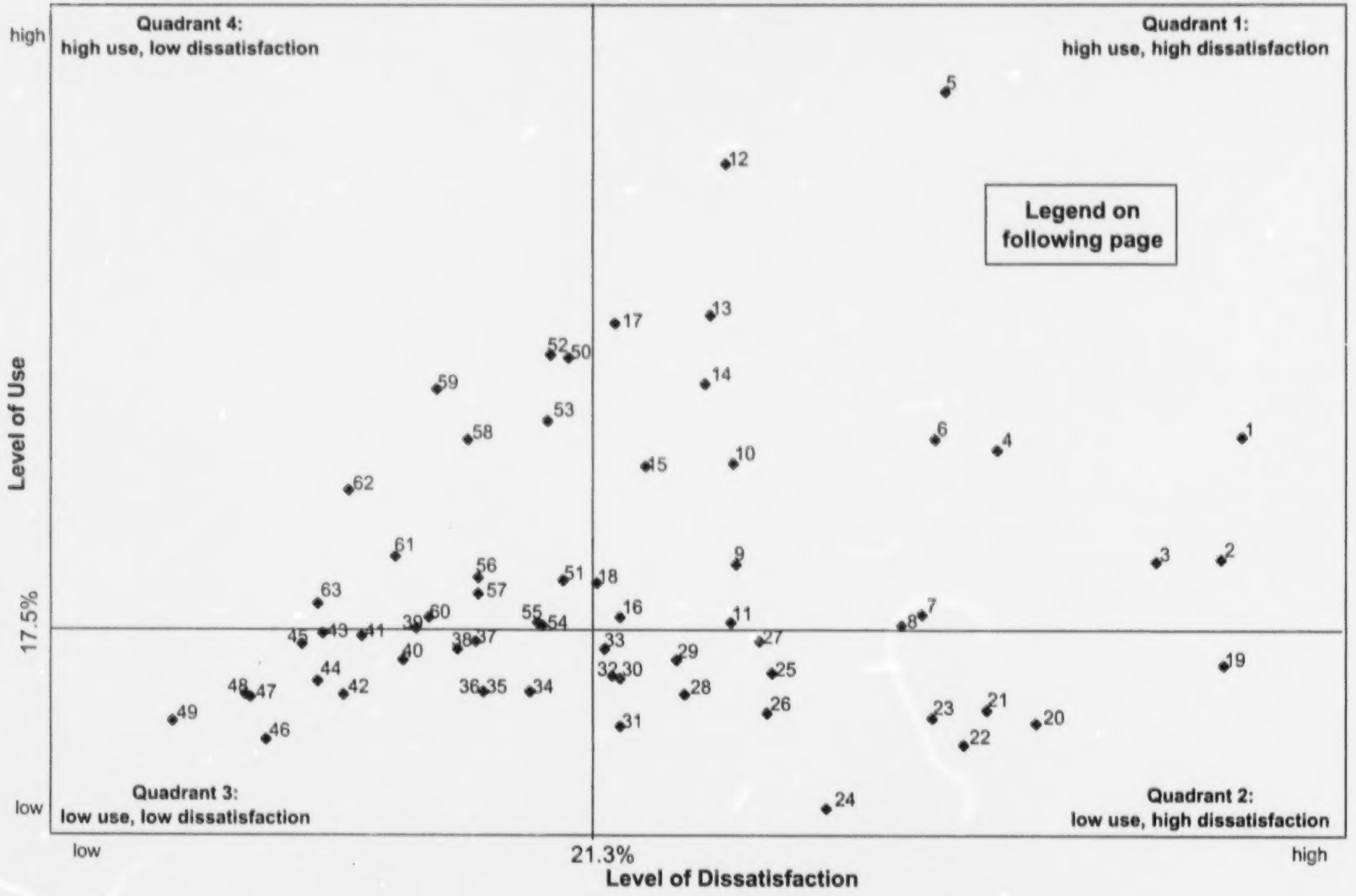
NOTE: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

College-wide Offices/Services	Total	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n
Risk and Insurance Management Office	53	84.9	45	7.5	4	7.5	4
Word Processing Services	52	82.7	43	9.6	5	7.7	4
Office of the Dean of Advanced Technology	43	81.4	35	14.0	6	4.7	2
ACC Foundation	36	77.8	28	13.9	5	8.3	3
Office of the Dean of Communications	66	77.3	51	9.1	6	13.6	9
Office of the AVP for Academic Programs	76	76.3	58	13.2	10	10.5	8
Financial Aid Office	87	75.9	66	13.8	12	10.3	9
Office of the Dean of Health Sciences	58	75.9	44	13.8	8	10.3	6
Office of the Dean of Applied Technology	53	75.5	40	13.2	7	11.3	6
Office of the EVP for Campus Operations, Student Affairs & School Relations	72	73.6	53	16.7	12	9.7	7
Central Warehouse Services	130	73.1	95	15.4	20	11.5	15
General stores/Inventory Services	105	72.4	76	14.3	15	13.3	14
Office of the Dean of Soc. & Behav. Sci.	82	72.0	59	6.1	5	22.0	18
Office of the AVP, Retention & Stu. Servcs	70	68.6	48	15.7	11	15.7	11
Office of the AVP, Learning Resource Servcs	54	68.5	37	14.8	8	16.7	9
Switchboard Services	73	68.5	50	15.1	11	16.4	12
Office of the AVP for Open Campus	75	68.0	51	20.0	15	12.0	9
Distance Learning Services	78	67.9	53	17.9	14	14.1	11
Maintenance (Repairs)	156	67.3	105	13.5	21	19.2	30
Telephone Services	149	66.4	99	17.4	26	16.1	24
Office of the Dean of Math & Science	95	66.3	63	12.6	12	21.1	20
Office of the Dean of Business	59	64.4	38	13.6	8	22.0	13
Office of Faculty Development	168	64.3	108	20.8	35	14.9	25
Staff Development Office	181	64.1	116	16.6	30	19.3	35
HBC Room Scheduling	91	63.7	58	19.8	18	16.5	15
Records Management Office	54	63.0	34	18.5	10	18.5	10
IT Systems Support	96	62.5	60	17.7	17	19.8	19
TASP Office	53	62.3	33	13.2	7	24.5	13
Admissions and Records Office	180	62.2	112	17.8	32	20.0	36
Office of the EVP for Instructional Affairs	79	62.0	49	19.0	15	19.0	15
Office of the AVP for Information Technology	97	59.8	58	23.7	23	16.5	16
Physical Plant	80	58.8	47	22.5	18	18.8	15
Office of the Dean of Arts & Humanities	102	57.8	59	15.7	16	26.5	27
Office of the Dean of Continuing Education & Lifelong Learning	60	56.7	34	21.7	13	21.7	13
Office of the AVP, Institutional Effectiveness	80	56.3	45	17.5	14	26.3	21
President's Office	73	56.2	41	16.4	12	27.4	20
Accounts Payable Services	139	54.7	76	22.3	31	23.0	32
Purchasing Office	140	54.3	76	19.3	27	26.4	37
ACCNet Services	193	53.9	104	24.4	47	21.8	42
Adult Basic Education/GED Office	54	53.7	29	29.6	16	16.7	9
Grants Office	41	53.7	22	24.4	10	22.0	9

College-wide Offices/Services	Total	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n
Workforce Training & Cont Educ Office	82	53.7	44	31.7	26	14.6	12
Bursar's Office (HBC)	170	53.5	91	21.2	36	25.3	43
International Education Programs Office	47	53.2	25	10.6	5	36.2	17
Office of the AVP for Workforce Education	46	53.2	25	19.1	9	27.7	12
Computer Help Desk (223-HELP)	253	52.2	132	21.7	55	26.1	66
Employee Benefits Office	196	52.0	102	22.4	44	25.5	50
Government Relations' Office	10	50.0	5	20.0	2	30.0	3
Personnel Records Office	149	48.3	72	17.4	26	34.2	51
Office of the AVP for Facilities & Operations	70	47.1	33	31.4	22	21.4	15
IT Programming	66	47.0	31	28.8	19	24.2	16
Office of the AVP for Human Resources	145	42.8	62	20.7	30	36.6	53
Office of the Marketing & Public Info Exec	79	41.8	33	25.3	20	32.9	26
Payroll Office	280	41.8	117	23.6	66	34.6	97
Publications Office	61	41.0	25	31.1	19	27.9	17
Public Information Office (News Bureau)	44	40.9	18	25.0	11	34.1	15
Marketing Office (Program Promotions)	64	40.6	26	14.1	9	45.3	29
Office of Community Relations & Outreach	42	40.5	17	21.4	9	38.1	16
Office of the VP for Business Services	103	38.8	40	18.4	19	42.7	44
Office of the EVP for Administration, Institutional Advancement & Community Relations	83	38.6	32	27.7	23	33.7	28
Employee Compensation Office	104	38.5	40	16.3	17	45.2	47
School Relations Office	34	38.2	13	26.5	9	35.3	12
Employment Services	150	34.0	51	20.0	30	46.0	69

Figure 1

College-wide Offices/Services: Relationship between Use and Dissatisfaction with Overall Service



Legend for College-wide Offices/Services: Relationship between Use and Dissatisfaction with Overall Service

Quadrant 1: high use, high dissatisfaction	
1	Employment Services
2	Employee Compensation Office
3	Office of the VP for Business Services
4	Office of the AVP for Human Resources
5	Payroll Office
6	Personnel Records Office
7	Office of the EVP for Administration, Institutional Advancement & Community Relations
8	Office of the Marketing & Public Info Exec
9	Office of the Dean of Arts & Humanities
10	Purchasing Office
11	Office of the AVP, Institutional Effectiveness
12	Computer Help Desk (223-HELP)
13	Employee Benefits Office
14	Bursar's Office (HBC)
15	Accounts Payable Services
16	Office of the Dean of Soc. & Behav. Sci.
17	ACCNet Services
18	Office of the Dean of Math & Science
Quadrant 2: low use, high dissatisfaction	
19	Marketing Office (Program Promotions)
20	Office of Community Relations & Outreach
21	International Education Programs Office
22	School Relations Office
23	Public Information Office (News Bureau)
24	Government Relations' Office
25	Publications Office
26	Office of the AVP for Workforce Education
27	President's Office
28	TASP Office
29	IT Programming
30	Office of the Dean of Business
31	Grants Office
32	Office of the Dean of Continuing Education & Lifelong Learning
33	Office of the AVP for Facilities & Operations
Quadrant 3: low use, low dissatisfaction	
34	Records Management Office
35	Office of the AVP, Learning Resource Servcs
36	Adult Basic Education/GED Office
37	Switchboard Services
38	Office of the AVP, Retention & Stu. Servcs
39	Distance Learning Services
40	Office of the Dean of Communications
41	Office of the AVP for Open Campus
42	Office of the Dean of Applied Technology
43	Office of the AVP for Academic Programs
44	Office of the Dean of Health Sciences
45	Office of the EVP for Campus Operations, Student Affairs & School Relations
46	ACC Foundation
47	Word Processing Services
48	Risk and Insurance Management Office
49	Office of the Dean of Advanced Technology
Quadrant 4: high use, low dissatisfaction	
50	Admissions and Records Office
51	IT Systems Support
52	Staff Development Office
53	Maintenance (Repairs)
54	Office of the EVP for Instructional Affairs
55	Physical Plant
56	HBC Room Scheduling
57	Office of the AVP for Information Technology
58	Telephone Services
59	Office of Faculty Development
60	Workforce Training & Cont Educ Office
61	General stores/Inventory Services
62	Central Warehouse Services
63	Financial Aid Office

Table 4

Highly-used College-wide Offices/Services: Ratings of "Overall Service" by Percent Dissatisfied							
NOTE 1: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							
NOTE 2: includes only offices with 80 or more responses							
	Total	dissatisfied		neutral		satisfied	
College-wide Offices/Services	n	%	n	%	n	%	n
Employment Services	150	46.0	69	20.0	30	34.0	51
Employee Compensation Office	104	45.2	47	16.3	17	38.5	40
Office of the VP for Business Services	103	42.7	44	18.4	19	38.8	40
Office of the AVP for Human Resources	145	36.6	53	20.7	30	42.8	62
Payroll Office	280	34.6	97	23.6	66	41.8	117
Personnel Records Office	149	34.2	51	17.4	26	48.3	72
Office of the EVP for Administration, Institutional Advancement & Community Relations	83	33.7	28	27.7	23	38.6	32
Office of the Dean of Arts & Humanities	102	26.5	27	15.7	16	57.8	59
Purchasing Office	140	26.4	37	19.3	27	54.3	76
Office of the AVP, Institutional Effectiveness	80	26.3	21	17.5	14	56.3	45
Computer Help Desk (223-HELP)	253	26.1	66	21.7	55	52.2	132
Employee Benefits Office	196	25.5	50	22.4	44	52.0	102
Bursar's Office (HBC)	170	25.3	43	21.2	36	53.5	91
Accounts Payable Services	139	23.0	32	22.3	31	54.7	76
Office of the Dean of Soc. & Behav. Sci.	82	22.0	18	6.1	5	72.0	59
ACCNet Services	193	21.8	42	24.4	47	53.9	104
Office of the Dean of Math & Science	95	21.1	20	12.6	12	66.3	63
Admissions and Records Office	180	20.0	36	17.8	32	62.2	112
IT Systems Support	96	19.8	19	17.7	17	62.5	60
Staff Development Office	181	19.3	35	16.6	30	64.1	116
Maintenance (Repairs)	156	19.2	30	13.5	21	67.3	105
Physical Plant	80	18.8	15	22.5	18	58.8	47
HBC Room Scheduling	91	16.5	15	19.8	18	63.7	58
Office of the AVP for Information Technology	97	16.5	16	23.7	23	59.8	58
Telephone Services	149	16.1	24	17.4	26	66.4	99
Office of Faculty Development	168	14.9	25	20.8	35	64.3	108
Workforce Training & Cont Educ Office	82	14.6	12	31.7	26	53.7	44
General stores/Inventory Services	105	13.3	14	14.3	15	72.4	76
Central Warehouse Services	130	11.5	15	15.4	20	73.1	95
Financial Aid Office	87	10.3	9	13.8	12	75.9	66

Table 5

Highly-used College-wide Offices/Services:
Ratings of Dissatisfaction with Promptness, Quality, Attitude, and Overall Service
In Order of Percent Dissatisfied with Overall Service

NOTE 1: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"

NOTE 2: includes only offices with 80 or more responses

NOTE 3: Promptness score that are 5 percentage points higher than Overall Service dissatisfaction rates are indicated in bold outlines

College-wide Offices/Services	promptness		quality		attitude		overall service	
	%	n	%	n	%	n	%	n
Employment Services	49.0	77	46.1	70	39.9	61	46.0	69
Employee Compensation Office	44.4	48	43.7	45	36.3	37	45.2	47
Office of the VP for Business Services	41.3	43	39.8	41	38.8	40	42.7	44
Office of the AVP for Human Resources	37.6	56	36.4	52	31.3	45	36.6	53
Payroll Office	35.1	104	34.0	97	32.9	93	34.6	97
Personnel Records Office	40.0	62	30.0	45	32.5	49	34.2	51
Office of the EVP for Administration, Institutional Advancement & Community Relations	36.5	31	32.1	27	32.9	27	33.7	28
Office of the Dean of Arts & Humanities	30.1	31	27.7	28	23.5	24	26.5	27
Purchasing Office	28.1	41	26.1	37	21.1	30	26.4	37
Office of the AVP, Institutional Effectiveness	29.1	23	22.5	18	21.3	17	26.3	21
Computer Help Desk (223-HELP)	33.5	87	24.2	62	22.0	56	26.1	66
Employee Benefits Office	33.8	68	28.6	56	23.9	47	25.5	50
Bursar's Office (HBC)	27.5	49	25.0	43	27.2	47	25.3	43
Accounts Payable Services	28.3	41	23.0	32	17.3	24	23.0	32
Office of the Dean of Soc. & Behav. Sci.	20.2	17	20.5	17	22.9	19	22.0	18
ACCNet Services	28.6	57	23.0	45	19.6	38	21.8	42
Office of the Dean of Math & Science	21.2	21	21.9	21	21.9	21	21.1	20
Admissions and Records Office	22.4	41	21.7	39	17.8	32	20.0	36
IT Systems Support	24.8	25	22.0	22	20.0	20	19.8	19
Staff Development Office	21.4	40	20.8	38	18.0	33	19.3	35
Maintenance (Repairs)	21.7	35	19.9	31	17.3	27	19.2	30
Physical Plant	23.8	19	17.7	14	16.7	13	18.8	15
HBC Room Scheduling	17.4	16	16.5	15	18.7	17	16.5	15
Office of the AVP for Information Technology	19.4	19	17.3	17	15.3	15	16.5	16
Telephone Services	22.7	34	16.0	24	15.5	23	16.1	24
Office of Faculty Development	19.0	33	14.8	25	15.0	25	14.9	25
Workforce Training & Cont Educ Office	18.3	15	16.0	13	18.3	15	14.6	12
General stores/Inventory Services	12.4	13	12.4	13	15.2	16	13.3	14
Central Warehouse Services	13.0	17	10.9	14	12.5	16	11.5	15
Financial Aid Office	14	12	11.6	10	10.5	9	10.3	9

Table 6

Highly-used College-wide Offices/Services:
Ratings of "Overall Service" by Dissatisfaction Level of All Respondents

NOTE 1: *indicates overall use, which is defined as number of all respondents requesting or receiving service
NOTE 2: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"
NOTE 3: Adjunct Faculty includes Continuing Education and Adult Eductaion Faculty
NOTE 4: Non-faculty includes Administrators, Professional-Technical Staff, Classified Staff, and Hourly Staff
NOTE 5: D indicates dissatisfied respondents; N indicates neutral respondents; S indicates satisfied respondents
NOTE 6: **indicates all respondents, including Adjunct Faculty, Full-time Faculty, Non-faculty, and Unknown
NOTE 7: all numbers, except total, are percentages
NOTE 8: includes only offices with 80 or more responses

College-wide Offices/Services	Total*	Full-time Faculty			Adjunct Faculty			Non-faculty			All Respondents**		
		D	N	S	D	N	S	D	N	S	D	N	S
Employment Services	150	65.9	17.1	17.1	42.3	19.2	38.5	35.2	22.5	42.3	46.0	20.0	34.0
Employee Compensation Office	104	59.3	7.4	33.3	44.4	11.1	44.4	32.7	20.4	46.9	45.2	16.3	38.5
Office of the VP for Business Services	103	61.8	17.6	20.6	16.7	66.7	16.7	32.7	20.0	47.3	42.7	18.4	38.8
Office of the AVP for Human Resources	145	51.2	24.4	24.4	31.8	27.3	40.9	28.8	17.8	53.4	36.6	20.7	42.8
Payroll Office	280	51.7	25.0	23.3	20.3	23.2	56.5	33.3	24.0	42.6	34.6	23.6	41.8
Personnel Records Office	149	53.1	12.5	34.4	27.3	18.2	54.5	23.5	19.8	56.8	34.2	17.4	48.3
Office of the EVP for Administration, Institutional Advancement & Community Relations	83	63.6	22.7	13.6	36.4	27.3	36.4	20.9	30.2	48.8	33.7	27.7	38.6
Office of the Dean of Arts & Humanities	102	41.9	12.9	45.2	17.6	5.9	76.5	24.4	17.8	57.8	26.5	15.7	57.8
Purchasing Office	140	42.9	11.4	45.7	100.0			16.9	22.5	60.7	26.4	19.3	54.3
Office of the AVP, Institutional Effectiveness	80	30.3	12.1	57.6	42.9		57.1	18.2	27.3	54.5	26.3	17.5	56.3
Computer Help Desk (223-HELP)	253	34.7	29.2	36.1	33.3	15.4	51.3	18.6	17.8	63.6	26.1	21.7	52.2
Employee Benefits Office	196	32.7	15.4	51.9	25.0	45.0	30.0	21.1	21.1	57.8	25.5	22.4	52.0
Bursar's Office (HBC)	170	23.1	26.9	50.0	32.1	7.1	60.7	24.5	21.6	53.9	25.3	21.2	53.5
Accounts Payable Services	139	46.4	17.9	35.7	33.3	11.1	55.6	13.5	25.8	60.7	23.0	22.3	54.7
Office of the Dean of Soc. & Behav. Sci.	82	28.0	4.0	68.0	15.4	7.7	76.9	23.5	8.8	67.6	22.0	6.1	72.0
ACCNet Services	193	40.0	26.7	33.3	35.5	16.1	48.4	14.3	22.9	62.9	21.8	24.4	53.9
Office of the Dean of Math & Science	95	43.5	8.7	47.8	22.2		77.8	13.3	20.0	66.7	21.1	12.6	66.3
Admissions and Records Office	180	27.1	6.3	66.7	13.0	17.4	69.6	17.0	20.2	62.8	20.0	17.8	62.2
IT Systems Support	96	31.6	21.1	47.4	20.0	20.0	60.0	14.1	21.9	64.1	19.8	17.7	62.5
Staff Development Office	181	28.9	18.4	52.6	10.3	23.1	66.7	20.5	12.0	67.5	19.3	16.6	64.1
Maintenance (Repairs)	156	28.9	13.2	57.9	38.5	23.1	38.5	9.8	13.0	77.2	19.2	13.5	67.3
Physical Plant	80	37.5	31.3	31.3	33.3	16.7	50.0	10.2	16.3	73.5	18.8	22.5	58.8

College-wide Offices/Services	Total*	Full-time Faculty			Adjunct Faculty			Non-faculty			All Respondents**		
		D	N	S	D	N	S	D	N	S	D	N	S
Office of the AVP for Information Technology	97	23.1	26.9	50.0	42.9	28.6	28.6	10.5	22.8	66.7	16.5	23.7	59.8
HBC Room Scheduling	91	14.8	18.5	66.7	33.3	16.7	50.0	10.0	22.0	68.0	16.5	19.8	63.7
Telephone Services	149	35.5	35.5	29.0	16.7	33.3	50.0	7.1	12.9	80.0	16.1	17.4	66.4
Office of Faculty Development	168	21.7	20.0	58.3	11.1	24.1	64.8	9.3	20.9	69.8	14.9	20.8	64.3
Workforce Training & Cont Educ Office	82	16.7	33.3	50.0	20.0	40.0	40.0	10.6	25.5	63.8	14.6	31.7	53.7
General stores/Inventory Services	105	12.5	6.3	81.3	50.0		50.0	8.5	16.9	74.6	13.3	14.3	72.4
Central Warehouse Services	130	13.0	13.0	73.9			100.0	8.6	17.2	74.2	11.5	15.4	73.1
Financial Aid Office	87	23.8	14.3	61.9			100.0	6.9	13.8	79.3	10.3	13.8	75.9

Table 7

College-wide Offices/Services:
Full-time Faculty
Ratings of "Overall Service" by Percent Dissatisfied

NOTE 1: *indicates use, which is defined as number of Full-time Faculty requesting or receiving service

NOTE 2: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

NOTE 3: includes only offices with 25 or more responses

College-wide Offices/Services	Total*	dissatisfied		neutral		satisfied	
	n	%	n	%	n	%	n
Employment Services	41	65.9	27	17.1	7	17.1	7
Office of the VP for Business Services	34	61.8	21	17.6	6	20.6	7
Employee Compensation Office	27	59.3	16	7.4	2	33.3	9
Personnel Records Office	32	53.1	17	12.5	4	34.4	11
Payroll Office	60	51.7	31	25.0	15	23.3	14
Office of the AVP for Human Resources	41	51.2	21	24.4	10	24.4	10
Accounts Payable Services	28	46.4	13	17.9	5	35.7	10
Purchasing Office	35	42.9	15	11.4	4	45.7	16
Office of the Dean of Arts & Humanities	31	41.9	13	12.9	4	45.2	14
ACCNet Services	45	40.0	18	26.7	12	33.3	15
Telephone Services	31	35.5	11	35.5	11	29.0	9
Computer Help Desk (223-HELP)	72	34.7	25	29.2	21	36.1	26
Employee Benefits Office	52	32.7	17	15.4	8	51.9	27
Office of the AVP, Institutional Effectiveness	33	30.3	10	12.1	4	57.6	19
Maintenance (Repairs)	38	28.9	11	13.2	5	57.9	22
Staff Development Office	38	28.9	11	18.4	7	52.6	20
Office of the Dean of Soc. & Behav. Sci.	25	28.0	7	4.0	1	68.0	17
Admissions and Records Office	48	27.1	13	6.3	3	66.7	32
Distance Learning Services	33	24.2	8	12.1	4	63.6	21
Office of the EVP for Instructional Affairs	29	24.1	7	13.8	4	62.1	18
Office of the AVP for Open Campus	25	24.0	6	20.0	5	56.0	14
Bursar's Office (HBC)	26	23.1	6	26.9	7	50.0	13
Office of the AVP for Information Technology	26	23.1	6	26.9	7	50.0	13
Office of Faculty Development	60	21.7	13	20.0	12	58.3	35
HBC Room Scheduling	27	14.8	4	18.5	5	66.7	18
Office of the AVP for Academic Programs	30	13.3	4	10.0	3	76.7	23
Office of the Dean of Communications	32	6.3	2	9.4	3	84.4	27

Table 8

College-wide Offices/Services:
Adjunct Faculty
Ratings of "Overall Service" by Percent Dissatisfied

NOTE 1: *indicates use, which is defined as number of Adjunct Faculty requesting or receiving service

NOTE 2: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

NOTE 3: includes only offices with 15 or more responses

NOTE 4: Adjunct Faculty includes Continuing Education and Adult Education Faculty

College-wide Offices/Services	Total*	dissatisfied		neutral		satisfied	
	n	%	n	%	n	%	n
Employee Compensation Office	18	44.4	8	11.1	2	44.4	8
Employment Services	26	42.3	11	19.2	5	38.5	10
ACCNet Services	31	35.5	11	16.1	5	48.4	15
Computer Help Desk (223-HELP)	39	33.3	13	15.4	6	51.3	20
Bursar's Office (HBC)	28	32.1	9	7.1	2	60.7	17
Office of the AVP for Human Resources	22	31.8	7	27.3	6	40.9	9
Personnel Records Office	22	27.3	6	18.2	4	54.5	12
Employee Benefits Office	20	25.0	5	45.0	9	30.0	6
Office of the Dean of Math & Science	18	22.2	4			77.8	14
Payroll Office	69	20.3	14	23.2	16	56.5	39
Office of the Dean of Arts & Humanities	17	17.6	3	5.9	1	76.5	13
Admissions and Records Office	23	13.0	3	17.4	4	69.6	16
Office of Faculty Development	54	11.1	6	24.1	13	64.8	35
Staff Development Office	39	10.3	4	23.1	9	66.7	26

Table 9

College-wide Offices/Services:
Non-Faculty
Ratings of "Overall Service" by Percent Dissatisfied

NOTE 1:*indicates use, which is defined as number of Non-faculty employees requesting or receiving service

NOTE 2: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

NOTE 3: includes only offices with 35 or more responses

NOTE 4: Non-Faculty includes Administration, Classified Employees, Hourly Employees, and Professional/Technical Employees

College-wide Offices/Services	Total*	dissatisfied		neutral		satisfied	
	n	%	n	%	n	%	n
Marketing Office (Program Promotions)	38	36.8	14	13.2	5	50.0	19
Employment Services	71	35.2	25	22.5	16	42.3	30
Payroll Office	129	33.3	43	24.0	31	42.6	55
Office of the VP for Business Services	55	32.7	18	20.0	11	47.3	26
Employee Compensation Office	49	32.7	16	20.4	10	46.9	23
Office of the AVP for Human Resources	73	28.8	21	17.8	13	53.4	39
Bursar's Office (HBC)	102	24.5	25	21.6	22	53.9	55
Office of the Dean of Arts & Humanities	45	24.4	11	17.8	8	57.8	26
Personnel Records Office	81	23.5	19	19.8	16	56.8	46
Employee Benefits Office	109	21.1	23	21.1	23	57.8	63
IT Programming	43	20.9	9	23.3	10	55.8	24
Office of the EVP for Administration, Institutional Advancement & Community Relations	43	20.9	9	30.2	13	48.8	21
Staff Development Office	83	20.5	17	12.0	10	67.5	56
Office of the Marketing & Public Info Exec	44	20.5	9	25.0	11	54.5	24
Office of the Dean of Continuing Education & Lifelong Learning	35	20.0	7	22.9	8	57.1	20
Computer Help Desk (223-HELP)	118	18.6	22	17.8	21	63.6	75
Admissions and Records Office	94	17.0	16	20.2	19	62.8	59
Purchasing Office	89	16.9	15	22.5	20	60.7	54
ACCNet Services	105	14.3	15	22.9	24	62.9	66
IT Systems Support	64	14.1	9	21.9	14	64.1	41
President's Office	37	13.5	5	18.9	7	67.6	25
Accounts Payable Services	89	13.5	12	25.8	23	60.7	54
Office of the Dean of Math & Science	45	13.3	6	20.0	9	66.7	30
Office of the AVP for Facilities & Operations	41	12.2	5	36.6	15	51.2	21
Switchboard Services	41	12.2	5	12.2	5	75.6	31
Workforce Training & Cont Educ Office	47	10.6	5	25.5	12	63.8	30
Office of the AVP for Information Technology	57	10.5	6	22.8	13	66.7	38
Records Management Office	38	10.5	4	21.1	8	68.4	26
Physical Plant	49	10.2	5	16.3	8	73.5	36
HBC Room Scheduling	50	10.0	5	22.0	11	68.0	34
Maintenance (Repairs)	92	9.8	9	13.0	12	77.2	71
Office of Faculty Development	43	9.3	4	20.9	9	69.8	30
Central Warehouse Services	93	8.6	8	17.2	16	74.2	69
General stores/Inventory Services	71	8.5	6	16.9	12	74.6	53
Office of the AVP for Open Campus	38	7.9	3	18.4	7	73.7	28
Telephone Services	85	7.1	6	12.9	11	80.0	68
Financial Aid Office	58	6.9	4	13.8	8	79.3	46
Office of the EVP for Campus Operations, Student Affairs & School Relations	37	5.4	2	13.5	5	81.1	30
Office of the AVP, Retention & Stu. Servcs	38	5.3	2	21.1	8	73.7	28
Risk and Insurance Management Office	35	2.9	1	8.6	3	88.6	31

Table 10

Campus-based Offices/Services: Use by Number Receiving or Requesting Services		
NOTE 1: * indicates offices in the top 20%; ** indicates offices in the bottom 20%		
NOTE 2: percentages are of 447 respondents		
Campus-based Offices/Services	**number requesting/ receiving services**	**% of total responses**
*Campus Police	293	65.5
*Duplication Services	290	64.9
*Mailroom Services	267	59.7
*Campus Manager's Office	226	50.6
*Custodial Services	225	50.3
Bursar's Office	223	49.9
Admissions & Records Office	217	48.5
Learning Resource Services	210	47.0
Provost's Office--EVC, RGC, RVS	190	42.5
Testing Center	187	41.8
Bookstore	182	40.7
Room Scheduling Services	160	35.8
Provost's Office--CYP, NRG, PIN	157	35.1
Micro Computer Support Services	132	29.5
Advising Office	114	25.5
Evening Supervisor's Office	108	24.2
Learning Lab	108	24.2
Office of the Campus Dean of Student Services	100	22.4
Counseling Office	99	22.1
Food Service (NRG, PIN)	98	21.9
Financial Aid Office	80	17.9
Special Populations Office	75	16.8
**Assessment Center	72	16.1
**Student Activities Office	61	13.6
**Career Center	46	10.3
**Veteran's Affairs Office	31	6.9
**ACC Centers--FBG, SMC	29	6.5

Table 11

Campus-based Offices/Services:
Ratings of "Overall Service" by Percent Satisfied

NOTE 1: very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"; very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"

Campus-based Offices/Services	Total	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n
Learning Resource Services	210	89.0	187	7.1	15	3.8	8
Duplication Services	290	85.9	249	6.6	19	7.6	22
Evening Supervisor's Office	108	83.3	90	6.5	7	10.2	11
Learning Lab	108	81.5	88	5.6	6	13.0	14
Career Center	46	80.4	37	15.2	7	4.3	2
Testing Center	187	78.6	147	12.3	23	9.1	17
Mailroom Services	267	77.5	207	12.4	33	10.1	27
Campus Manager's Office	226	77.0	174	8.8	20	14.2	32
Provost's Office--CYP, NRG, PIN	157	75.8	119	10.8	17	13.4	21
Food Service (NRG, PIN)	98	75.5	74	14.3	14	10.2	10
Student Activities Office	61	75.4	46	14.8	9	9.8	6
Provost's Office--EVC, RGC, RVS	190	74.2	141	12.1	23	13.7	26
Financial Aid Office	80	73.8	59	13.8	11	12.5	10
Admissions & Records Office	217	71.4	155	15.2	33	13.4	29
Campus Police	293	69.6	204	14.7	43	15.7	46
Assessment Center	72	68.1	49	15.3	11	16.7	12
Office of the Campus Dean of Student Services	100	67.0	67	9.0	9	24.0	24
Special Populations Office	75	65.3	49	16.0	12	18.7	14
Room Scheduling Services	160	64.4	103	21.9	35	13.8	22
Custodial Services	225	62.2	140	14.2	32	23.6	53
ACC Centers--FBG, SMC	29	62.1	18	24.1	7	13.8	4
Micro Computer Support Services	132	60.6	80	15.9	21	23.5	31
Bursar's Office	223	59.6	133	20.2	45	20.2	45
Counseling Office	99	59.6	59	20.2	20	20.2	20
Veteran's Affairs Office	31	58.1	18	29.0	9	12.9	4
Advising Office	114	57.9	66	15.8	18	26.3	30
Bookstore	182	46.2	84	26.4	48	27.5	50

Figure 2

Campus-based Offices/Services
Comparison of Use and Satisfaction with "Overall Service" by Percent Satisfied

NOTE 1: very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"
NOTE 2: "% use" is defined as the percentage of all respondents who "requested" or "received" services in the past year
NOTE 3: "% satisfied" is defined as the percent of those requesting or receiving services in the past year who reported satisfaction

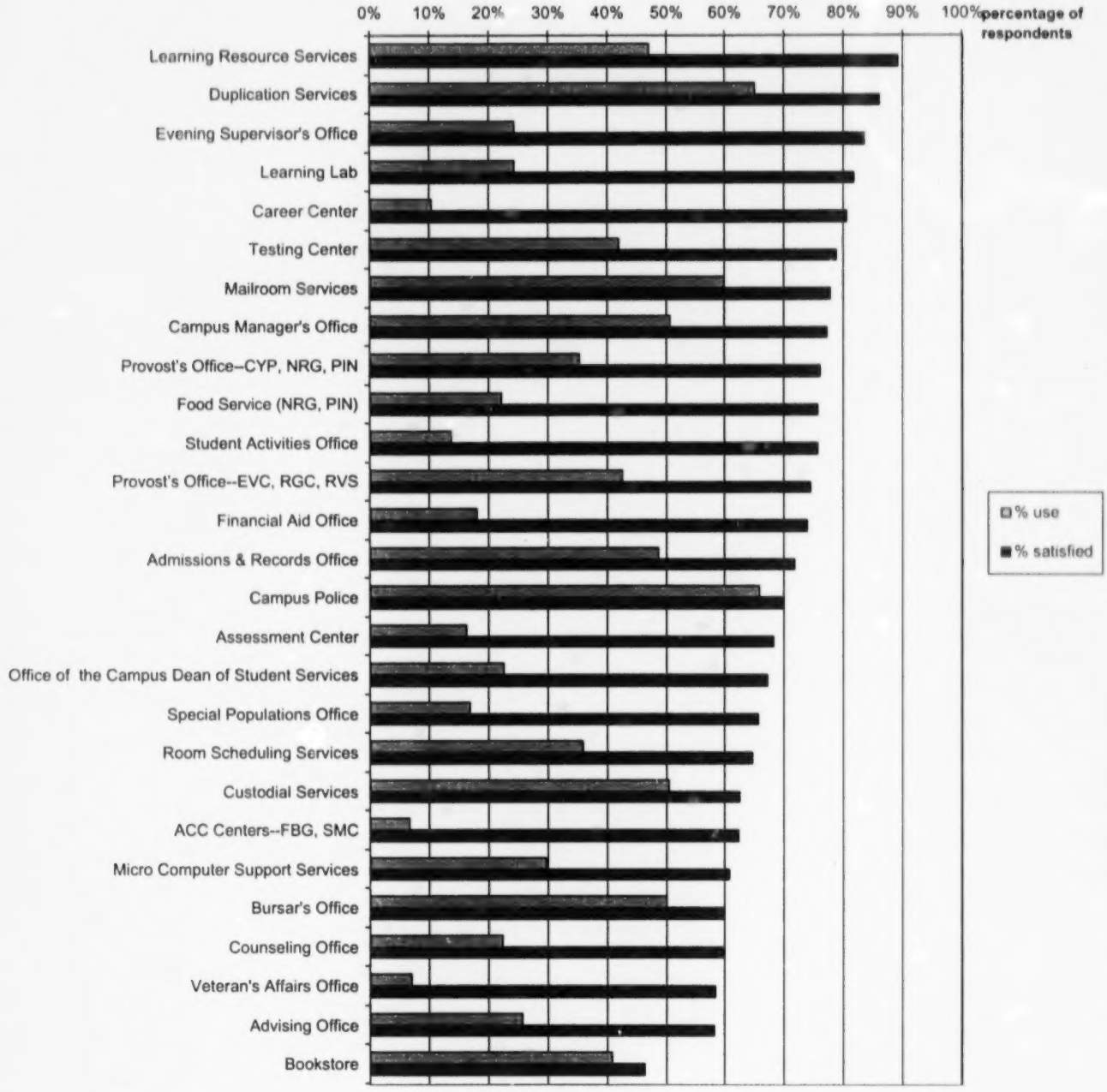


Table 12

Campus-based Offices/Services:
Ratings of "Overall Service" by Percent Dissatisfied

NOTE 1: very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"; very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"
NOTE 2: includes offices with 80 or more responses

Campus-based Offices/Services	Total	dissatisfied		neutral		satisfied	
	n	%	n	%	n	%	n
Bookstore	182	27.5	50	26.4	48	46.2	84
Advising Office	114	26.3	30	15.8	18	57.9	66
Office of the Campus Dean of Student Services	100	24.0	24	9.0	9	67.0	67
Custodial Services	225	23.6	53	14.2	32	62.2	140
Micro Computer Support Services	132	23.5	31	15.9	21	60.6	80
Counseling Office	99	20.2	20	20.2	20	59.6	59
Bursar's Office	223	20.2	45	20.2	45	59.6	133
Campus Police	293	15.7	46	14.7	43	69.6	204
Campus Manager's Office	226	14.2	32	8.8	20	77.0	174
Room Scheduling Services	160	13.8	22	21.9	35	64.4	103
Provost's Office--EVC, RGC, RVS	190	13.7	26	12.1	23	74.2	141
Provost's Office--CYP, NRG, PIN	157	13.4	21	10.8	17	75.8	119
Admissions & Records Office	217	13.4	29	15.2	33	71.4	155
Learning Lab	108	13.0	14	5.6	6	81.5	88
Financial Aid Office	80	12.5	10	13.8	11	73.8	59
Food Service (NRG, PIN)	98	10.2	10	14.3	14	75.5	74
Evening Supervisor's Office	108	10.2	11	6.5	7	83.3	90
Mailroom Services	267	10.1	27	12.4	33	77.5	207
Testing Center	187	9.1	17	12.3	23	78.6	147
Duplication Services	290	7.6	22	6.6	19	85.9	249
Learning Resource Services	210	3.8	8	7.1	15	89.0	187

Figure 3

Campus-based Offices/Services
Comparison of Use and Dissatisfaction with "Overall Service" by Percent Dissatisfied

NOTE 1: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"
NOTE 2: "% use" is defined as the percentage of all respondents who "requested" or "received" services in the past year
NOTE 3: "% dissatisfied" is defined as the percent of those requesting or receiving services in the past year who reported dissatisfaction

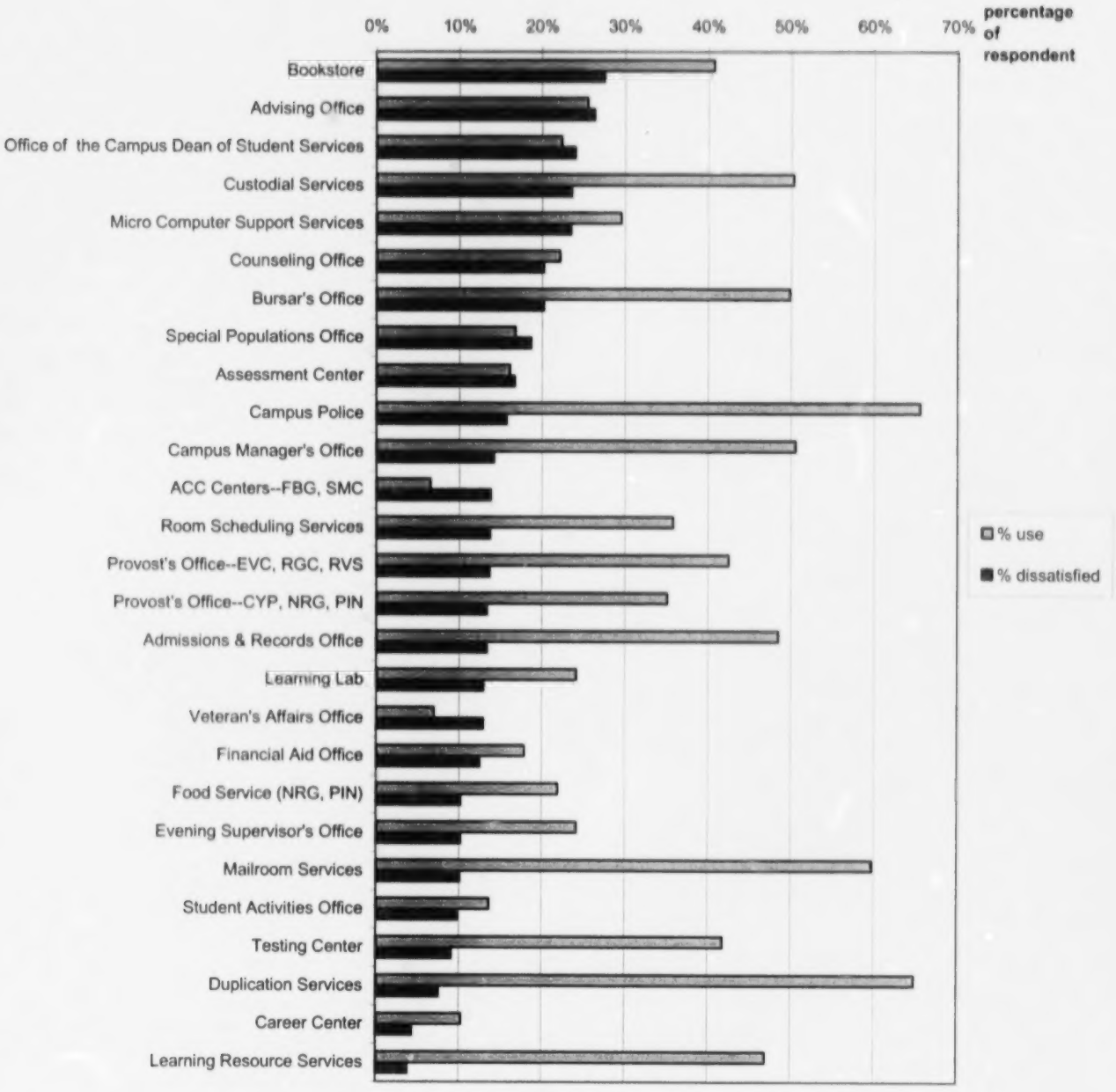


Table 13

Campus-based Offices/Services:
Ratings of "Overall Service" by Dissatisfaction Level of All Respondents

NOTE 1: *indicates overall use, which is defined as number of all respondents requesting or receiving service
NOTE 2: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"
NOTE 3: Adjunct Faculty includes Continuing Education and Adult Eductaion Faculty
NOTE 4: Non-faculty includes Administrators, Professional-Technical Staff, Classified Staff, and Hourly Staff
NOTE 5: D indicates dissatisfied respondents; N indicates neutral respondents; S indicates satisfied respondents
NOTE 6: **indicates all respondents, including Adjunct Faculty, Full-time Faculty, Non-faculty, and Unknown
NOTE 7: all numbers, except total, are percentages
NOTE 8: includes offices with 80 or more responses

Campus-based Offices/Services	Total*	All Respondents**			Full-time Faculty			Adjunct Faculty			Non-faculty		
		D	N	S	D	N	S	D	N	S	D	N	S
Bookstore	182	27.5	26.4	46.2	38.3	23.3	38.3	32.3	9.7	58.1	19.2	32.1	48.7
Advising Office	114	26.3	15.8	57.9	29.3	14.6	56.1	44.4		55.6	21.4	16.1	62.5
Office of the Campus Dean of Student	100	24.0	9.0	67.0	34.3	11.4	54.3	25.0		75.0	21.7	10.9	67.4
Custodial Services	225	23.6	14.2	62.2	32.9	17.1	50.0	18.2	12.1	69.7	19.0	15.2	65.7
Micro Computer Support Services	132	23.5	15.9	60.6	28.2	25.6	46.2	22.7	9.1	68.2	15.6	14.1	70.3
Bursar's Office	223	20.2	20.2	59.6	25.0	26.7	48.3	12.5	15.0	72.5	19.4	19.4	61.1
Counseling Office	99	20.2	20.2	59.6	5.7	22.9	71.4	25.0		75.0	34.1	22.7	43.2
Campus Police	293	15.7	14.7	69.6	11.1	13.9	75.0	17.7	12.7	69.6	18.3	17.5	64.3
Campus Manager's Office	226	14.2	8.8	77.0	22.4	13.4	64.2	12.2	4.9	82.9	12.4	6.2	81.4
Room Scheduling Services	160	13.8	21.9	64.4	24.0	18.0	58.0	17.4	30.4	52.2	7.8	20.8	71.4
Provost's Office--EVC, RGC, RVS	190	13.7	12.1	74.2	22.5	15.0	62.5	13.3	4.4	82.2	10.0	15.0	75.0
Admissions & Records Office	217	13.4	15.2	71.4	10.8	18.5	70.8	11.9	9.5	78.6	10.3	12.7	77.0
Provost's Office--CYP, NRG, PIN	157	13.4	10.8	75.8	12.5	18.8	68.8	10.2	10.2	79.6	17.5	12.5	70.0
Learning Lab	108	13.0	5.6	81.5	10.9	6.5	82.6	20.0	8.0	72.0	6.5	9.7	83.9
Financial Aid Office	80	12.5	13.8	73.8	31.8	9.1	59.1		50.0	50.0	2.9	16.2	80.9
Evening Supervisor's Office	108	10.2	6.5	83.3	4.3	13.0	82.6	5.7		94.3	18.6	7.0	74.4
Food Service (NRG, PIN)	98	10.2	14.3	75.5		13.0	87.0	13.3	10.0	76.7	14.3	17.1	68.6
Mailroom Services	267	10.1	12.4	77.5	4.9	8.2	86.9	10.4	9.0	80.6	13.2	14.0	72.8
Testing Center	187	9.1	12.3	78.6	10.4	14.6	75.0	10.4	9.0	80.6	7.0	12.3	80.7
Duplication Services	290	7.6	6.6	85.9	5.8	5.8	88.4	9.3	6.7	84.0	9.0	5.7	85.2
Learning Resource Services	210	3.8	7.1	89.0	1.5	6.1	92.4	3.4	8.6	87.9	6.8	8.2	84.9

Table 14

Campus-based Offices/Services:
Full-time Faculty
Ratings of "Overall Service" by Dissatisfaction

NOTE 1: *indicates use, which is defined as number of Full-time Faculty requesting or receiving service

NOTE 2: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

NOTE 3: includes offices with 20 or more responses

Campus-based Offices/Services	Total*	dissatisfied		neutral		satisfied	
	n	%	n	%	n	%	n
Bookstore	60	38.3	23	23.3	14	38.3	23
Office of the Campus Dean of Student Services	35	34.3	12	11.4	4	54.3	19
Custodial Services	70	32.9	23	17.1	12	50.0	35
Financial Aid Office	22	31.8	7	9.1	2	59.1	13
Special Populations Office	27	29.6	8	14.8	4	55.6	15
Advising Office	41	29.3	12	14.6	6	56.1	23
Micro Computer Support Services	39	28.2	11	25.6	10	46.2	18
Bursar's Office	60	25.0	15	26.7	16	48.3	29
Room Scheduling Services	50	24.0	12	18.0	9	58.0	29
Provost's Office--EVC, RGC, RVS	40	22.5	9	15.0	6	62.5	25
Campus Manager's Office	67	22.4	15	13.4	9	64.2	43
Provost's Office--CYP, NRG, PIN	48	12.5	6	18.8	9	68.8	33
Campus Police	72	11.1	8	13.9	10	75.0	54
Learning Lab	46	10.9	5	6.5	3	82.6	38
Admissions & Records Office	65	10.8	7	18.5	12	70.8	46
Testing Center	48	10.4	5	14.6	7	75.0	36
Assessment Center	23	8.7	2	30.4	7	60.9	14
Duplication Services	69	5.8	4	5.8	4	88.4	61
Counseling Office	35	5.7	2	22.9	8	71.4	25
Mailroom Services	61	4.9	3	8.2	5	86.9	53
Evening Supervisor's Office	23	4.3	1	13.0	3	82.6	19
Learning Resource Services	66	1.5	1	6.1	4	92.4	61
Food Service (NRG, PIN)	23			13.0	3	87.0	20
Student Activities Office	23			26.1	6	73.9	17

Table 15

Campus-based Offices/Services:
Adjunct Faculty
Ratings of "Overall Service" by Dissatisfaction

NOTE 1: *indicates use, which is defined as number of Adjunct Faculty requesting or receiving service

NOTE 2: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

NOTE 3: Adjunct Faculty includes Continuing Education and Adult Eductaion Faculty

NOTE 4: includes offices with 20 or more responses

Campus-based Offices/Services	Total*	dissatisfied		neutral		satisfied	
	n	%	n	%	n	%	n
Bookstore	31	32.3	10	9.7	3	58.1	18
Micro Computer Support Services	22	22.7	5	9.1	2	68.2	15
Learning Lab	25	20.0	5	8.0	2	72.0	18
Custodial Services	33	18.2	6	12.1	4	69.7	23
Campus Police	79	17.7	14	12.7	10	69.6	55
Room Scheduling Services	23	17.4	4	30.4	7	52.2	12
Food Service (NRG, PIN)	30	13.3	4	10.0	3	76.7	23
Provost's Office--EVC, RGC, RVS	45	13.3	6	4.4	2	82.2	37
Bursar's Office	40	12.5	5	15.0	6	72.5	29
Campus Manager's Office	41	12.2	5	4.9	2	82.9	34
Admissions & Records Office	42	11.9	5	9.5	4	78.6	33
Mailroom Services	67	10.4	7	9.0	6	80.6	54
Testing Center	67	10.4	7	9.0	6	80.6	54
Provost's Office--CYP, NRG, PIN	49	10.2	5	10.2	5	79.6	39
Duplication Services	75	9.3	7	6.7	5	84.0	63
Evening Supervisor's Office	35	5.7	2			94.3	33
Learning Resource Services	58	3.4	2	8.6	5	87.9	51

Table 16

Campus-based Offices/Services:
Non-Faculty
Ratings of "Overall Service" by Dissatisfaction

NOTE 1: *indicates use, which is defined as number of Non-faculty employees requesting or receiving service

NOTE 2: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

NOTE 3: Non-faculty includes Administration, Classified Employees, Hourly Employees, and Professional/Technical Employees

NOTE 4: includes offices with 20 or more responses

Campus-based Offices/Services	Total*	dissatisfied		neutral		satisfied	
	n	%	n	%	n	%	n
Counseling Office	44	34.1	15	22.7	10	43.2	19
Assessment Center	25	32.0	8	16.0	4	52.0	13
Office of the Campus Dean of Student Services	46	21.7	10	10.9	5	67.4	31
Advising Office	56	21.4	12	16.1	9	62.5	35
Bursar's Office	108	19.4	21	19.4	21	61.1	66
Bookstore	78	19.2	15	32.1	25	48.7	38
Custodial Services	105	19.0	20	15.2	16	65.7	69
Evening Supervisor's Office	43	18.6	8	7.0	3	74.4	32
Student Activities Office	27	18.5	5	11.1	3	70.4	19
Campus Police	126	18.3	23	17.5	22	64.3	81
Provost's Office--CYP, NRG, PIN	80	17.5	14	12.5	10	70.0	56
Special Populations Office	29	17.2	5	17.2	5	65.5	19
Micro Computer Support Services	64	15.6	10	14.1	9	70.3	45
Food Service (NRG, PIN)	35	14.3	5	17.1	6	68.6	24
Mailroom Services	114	13.2	15	14.0	16	72.8	83
Campus Manager's Office	97	12.4	12	6.2	6	81.4	79
Admissions & Records Office	126	10.3	13	12.7	16	77.0	97
Provost's Office--EVC, RGC, RVS	60	10.0	6	15.0	9	75.0	45
Duplication Services	122	9.0	11	5.7	7	85.2	104
Room Scheduling Services	77	7.8	6	20.8	16	71.4	55
Testing Center	57	7.0	4	12.3	7	80.7	46
Learning Resource Services	73	6.8	5	8.2	6	84.9	62
Learning Lab	31	6.5	2	9.7	3	83.9	26
Career Center	25	4.0	1	12.0	3	84.0	21
Financial Aid Office	68	2.9	2	16.2	11	80.9	55

Table 17

Employee Satisfaction Survey Spring 2000 Respondents "Most Familiar" Campus		
Campus	**# Returned**	**% of All Respondents**
Cypress	26	5.8
Eastview	13	2.9
Northridge	99	22.1
Pinnacle	36	8.1
Rio Grande	79	17.7
Riverside	67	15.0
Highland Business Center	53	11.9
Off-campus site or center	6	1.3
Unknown	68	15.2
Total	447	100.0

Table 18a

Cypress Creek Campus:
Ratings of "Overall Service" by Percent Dissatisfied

NOTE 1: very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"; very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"

NOTE 2: respondents were asked to select one campus with which they were most familiar

NOTE 3: *indicates all respondents who reported dissatisfaction, including other campuses, HBC, off-campus, and unknown

NOTE 4: includes offices with 80 or more respondents

Campus-based Offices/Services	Total Responses	Dissatisfied		Neutral		Satisfied		All Campus-based	
		%	n	%	n	%	n	%	n
Bookstore	11	27.3	3	27.3	3	45.5	5	27.5	50
Learning Lab	9	22.2	2			77.8	7	13	14
Mailroom Services	12	16.7	2	8.3	1	75.0	9	10.1	27
Micro Computer Support Services	6	16.7	1	16.7	1	66.7	4	23.5	31
Campus Manager's Office	15	13.3	2			86.7	13	14.2	32
Campus Police	20	10.0	2	15.0	3	75.0	15	15.7	46
Bursar's Office	13	7.7	1	7.7	1	84.6	11	20.2	45
Provost's Office--CYP, NRG, PIN	13	7.7	1	15.4	2	76.9	10	13.4	21
Custodial Services	14	7.1	1	7.1	1	85.7	12	23.6	53
Learning Resource Services	16	6.3	1	12.5	2	81.3	13	3.8	8
Testing Center	16	6.3	1	18.8	3	75.0	12	9.1	17
Admissions & Records Office	13					100.0	13	13.4	29
Advising Office	7					100.0	7	26.3	30
Counseling Office	6					100.0	6	20.2	20
Duplication Services	11					100.0	11	7.6	22
Evening Supervisor's Office	9					100.0	9	10.2	11
Financial Aid Office	4			25	1	75.0	3	12.5	10
Office of the Campus Dean of Student Services	4					100.0	4	24	24
Room Scheduling Services	6					100.0	6	13.8	22

Table 18b

Eastview Campus:
Ratings of "Overall Service" by Percent Dissatisfied

NOTE 1: very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"; very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"

NOTE 2: respondents were asked to select one campus with which they were most familiar

NOTE 3: *indicates all respondents who reported dissatisfaction, including other campuses, HBC, off-campus, and unknown

NOTE 4: includes offices with 80 or more respondents

Campus-based Offices/Services	Total Responses	Dissatisfied		Neutral		Satisfied		All Campus-based	
		%	n	%	n	%	n	%	n
Bookstore	9	22.2	2	33.3	3	44.4	4	27.5	50
Evening Supervisor's Office	5	20.0	1			80.0	4	10.2	11
Micro Computer Support Services	5	20.0	1			80.0	4	23.5	31
Advising Office	6	16.7	1			83.3	5	26.3	30
Office of the Campus Dean of Student Services	7	14.3	1			85.7	6	24.0	24
Admissions & Records Office	6			33.3	2	66.7	4	13.4	29
Bursar's Office	9			11.1	1	88.9	8	20.2	45
Campus Manager's Office	10					100.0	10	14.2	32
Campus Police	10					100.0	10	15.7	46
Counseling Office	4					100.0	4	20.2	20
Custodial Services	7			14.3	1	85.7	6	23.6	53
Duplication Services	12					100.0	12	7.6	22
Financial Aid Office	3					100.0	3	12.5	10
Learning Lab	6			16.7	1	83.3	5	13.0	14
Learning Resource Services	8			12.5	1	87.5	7	3.8	8
Mailroom Services	9					100.0	9	10.1	27
Provost's Office--EVC, RGC, RVS	10					100.0	10	13.7	26
Room Scheduling Services	5			20.0	1	80.0	4	13.8	22
Testing Center	7					100.0	7	9.1	17

Table 18c

Northridge Campus:
Ratings of "Overall Service" by Percent Dissatisfied

NOTE 1: very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"; very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"

NOTE 2: respondents were asked to select one campus with which they were most familiar

NOTE 3: *indicates all respondents who reported dissatisfaction, including other campuses, HBC, off-campus, and unknown

NOTE 4: includes offices with 80 or more respondents

Campus-based Offices/Services	Total Responses	Dissatisfied		Neutral		Satisfied		All Campus-based	
		%	n	%	n	%	n	%	n
Advising Office	24	41.7	10	16.7	4	41.7	10	26.3	30
Custodial Services	38	34.2	13	21.1	8	44.7	17	23.6	53
Room Scheduling Services	29	31.0	9	27.6	8	41.4	12	13.8	22
Campus Police	63	28.6	18	20.6	13	50.8	32	15.7	46
Counseling Office	22	27.3	6	22.7	5	50.0	11	20.2	20
Office of the Campus Dean of Student Services	23	26.1	6	8.7	2	65.2	15	24.0	24
Bookstore	50	26.0	13	24.0	12	50.0	25	27.5	50
Evening Supervisor's Office	26	23.1	6	3.8	1	73.1	19	10.2	11
Micro Computer Support Services	28	21.4	6	17.9	5	60.7	17	23.5	31
Admissions & Records Office	51	13.7	7	21.6	11	64.7	33	13.4	29
Financial Aid Office	16	12.5	2	12.5	2	75.0	12	12.5	10
Duplication Services	60	11.7	7	11.7	7	76.7	46	7.6	22
Provost's Office--CYP, NRG, PIN	67	10.4	7	11.9	8	77.6	52	13.4	21
Campus Manager's Office	43	9.3	4	14.0	6	76.7	33	14.2	32
Food Service (NRG, PIN)	57	8.8	5	15.8	9	75.4	43	10.2	10
Testing Center	49	8.2	4	14.3	7	77.6	38	9.1	17
Bursar's Office	39	7.7	3	28.2	11	64.1	25	20.2	45
Mailroom Services	62	6.5	4	14.5	9	79.0	49	10.1	27
Learning Lab	21	4.8	1			95.2	20	13.0	14
Learning Resource Services	44			6.8	3	93.2	41	3.8	8

Table 18d

Pinnacle Campus:
Ratings of "Overall Service" by Percent Dissatisfied

NOTE 1: very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"; very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"

NOTE 2: respondents were asked to select one campus with which they were most familiar

NOTE 3: *indicates all respondents who reported dissatisfaction, including other campuses, HBC, off-campus, and unknown

NOTE 4: includes offices with 80 or more respondents

Campus-based Offices/Services	Total Responses	Dissatisfied		Neutral		Satisfied		All Campus-based	
		%	n	%	n	%	n	%	n
Learning Lab	11	18.2	2	9.1	1	72.7	8	13	14
Micro Computer Support Services	11	18.2	2			81.8	9	24	31
Admissions & Records Office	18	16.7	3	16.7	3	66.7	12	13	29
Mailroom Services	26	15.4	4	11.5	3	73.1	19	10	27
Duplication Services	20	15.0	3	20.0	4	65.0	13	8	22
Bookstore	17	11.8	2	17.6	3	70.6	12	28	50
Custodial Services	21	9.5	2	14.3	3	76.2	16	24	53
Learning Resource Services	20	5.0	1	15.0	3	80.0	16	4	8
Provost's Office--CYP, NRG, PIN	21	4.8	1			95.2	20	13	21
Food Service (NRG, PIN)	21	4.8	1	4.8	1	90.5	19	10	10
Bursar's Office	24	4.2	1	12.5	3	83.3	20	20	45
Campus Manager's Office	24	4.2	1	4.2	1	91.7	22	14	32
Advising Office	10			30.0	3	70.0	7	26	30
Campus Police	25			12.0	3	88.0	22	16	46
Counseling Office	8			25.0	2	75.0	6	20	20
Evening Supervisor's Office	15			13.3	2	86.7	13	10	11
Financial Aid Office	7			14.3	1	85.7	6	13	10
Office of the Campus Dean of Student Services	7					100.0	7	24	24
Room Scheduling Services	19			21.1	4	78.9	15	14	22
Testing Center	21			9.5	2	90.5	19	9	17

Table 18e

Rio Grande Campus:
Ratings of "Overall Service" by Percent Dissatisfied

NOTE 1: very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"; very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"

NOTE 2: respondents were asked to select one campus with which they were most familiar

NOTE 3: *indicates all respondents who reported dissatisfaction, including other campuses, HBC, off-campus, and unknown

NOTE 4: includes offices with 80 or more respondents

Campus-based Offices/Services	Total Responses	Dissatisfied		Neutral		Satisfied		All Campus-based	
		%	n	%	n	%	n	%	n
Bookstore	23	30.4	7	17.4	4	52.2	12	27.5	50
Bursar's Office	45	28.9	13	20.0	9	51.1	23	20.2	45
Custodial Services	48	27.1	13	6.3	3	66.7	32	23.6	53
Advising Office	19	26.3	5	5.3	1	68.4	13	26.3	30
Campus Manager's Office	36	25.0	9	5.6	2	69.4	25	14.2	32
Financial Aid Office	16	25.0	4			75.0	12	12.5	10
Office of the Campus Dean of Student Services	21	19.0	4	14.3	3	66.7	14	24.0	24
Provost's Office--EVC, RGC, RVS	64	18.8	12	7.8	5	73.4	47	13.7	26
Testing Center	31	16.1	5	12.9	4	71.0	22	9.1	17
Mailroom Services	39	15.4	6	15.4	6	69.2	27	10.1	27
Learning Lab	20	15.0	3	10.0	2	75.0	15	13.0	14
Room Scheduling Services	29	13.8	4	10.3	3	75.9	22	13.8	22
Micro Computer Support Services	23	13.0	3	34.8	8	52.2	12	23.5	31
Campus Police	62	12.9	8	16.1	10	71.0	44	15.7	46
Counseling Office	18	11.1	2	22.2	4	66.7	12	20.2	20
Duplication Services	61	9.8	6	4.9	3	85.2	52	7.6	22
Evening Supervisor's Office	22	9.1	2	9.1	2	81.8	18	10.2	11
Admissions & Records Office	45	8.9	4	11.1	5	80.0	36	13.4	29
Learning Resource Services	42	4.8	2	4.8	2	90.5	38	3.8	8

Table 18f

Riverside Campus:
Ratings of "Overall Service" by Percent Dissatisfied

NOTE 1: very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"; very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"

NOTE 2: respondents were asked to select one campus with which they were most familiar

NOTE 3: *indicates all respondents who reported dissatisfaction, including other campuses, HBC, off-campus, and unknown

NOTE 4: includes offices with 80 or more respondents

Campus-based Offices/Services	Total Responses	Dissatisfied		Neutral		Satisfied		All Campus-based	
		%	n	%	n	%	n	%	n
Bursar's Office	36	41.7	15	27.8	10	30.6	11	20.2	45
Bookstore	32	43.8	14	43.8	14	12.5	4	27.5	50
Office of the Campus Dean of Student Services	18	38.9	7	16.7	3	44.4	8	24.0	24
Micro Computer Support Services	22	36.4	8	18.2	4	45.5	10	23.5	31
Advising Office	25	36.0	9	16.0	4	48.0	12	26.3	30
Counseling Office	20	35.0	7	20.0	4	45.0	9	20.2	20
Custodial Services	45	33.3	15	17.8	8	48.9	22	23.6	53
Campus Police	42	23.8	10	14.3	6	61.9	26	15.7	46
Campus Manager's Office	45	22.2	10	6.7	3	71.1	32	14.2	32
Room Scheduling Services	29	20.7	6	10.3	3	69.0	20	13.8	22
Learning Lab	20	15.0	3	5.0	1	80.0	16	13.0	14
Financial Aid Office	16	12.5	2	18.8	3	68.8	11	12.5	10
Admissions & Records Office	35	11.4	4	14.3	5	74.3	26	13.4	29
Testing Center	27	11.1	3	11.1	3	77.8	21	9.1	17
Provost's Office--EVC, RGC, RVS	42	9.5	4	16.7	7	73.8	31	13.7	26
Duplication Services	40	7.5	3	7.5	3	85.0	34	7.6	22
Mailroom Services	44	6.8	3	6.8	3	86.4	38	10.1	27
Evening Supervisor's Office	18	5.6	1	11.1	2	83.3	15	10.2	11
Learning Resource Services	44	4.5	2	4.5	2	90.9	40	3.8	8

Table 19

Campus-based Offices/Services:
Dissatisfaction with "Overall Service" by Percent of All Respondents Dissatisfied

NOTE 1: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"

NOTE 2: respondents were asked to select one campus with which they were most familiar; percentages are of all respondents who selected that campus

NOTE 3: *indicates all respondents, including all campuses, HBC, off-campus, and unknown, who were dissatisfied

NOTE 4: **bold** borders indicate offices with dissatisfaction ratings at least 5% above All Respondents and with at least 5 respondents

NOTE 5: includes offices with at least 80 respondents overall

	Total	All Respondents*		CYP		EVC		NRG		PIN		RGC		RVS	
Campus-based Offices/Services	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n
Bookstore	182	27.5	50	27.3	3	22.2	2	26.0	13	11.8	2	30.4	7	43.8	14
Advising Office	114	26.3	30			16.7	1	41.7	10			26.3	5	36.0	9
Office of the Campus Dean of Student Services	100	24.0	24			14.3	1	26.1	6			19.0	4	38.9	7
Custodial Services	225	23.6	53	7.1	1			34.2	13	9.5	2	27.1	13	33.3	15
Micro Computer Support Services	132	23.5	31	16.7	1	20.0	1	21.4	6	18.2	2	13.0	3	36.4	8
Bursar's Office	223	20.2	45	7.7	1			7.7	3	4.2	1	28.9	13	41.7	15
Counseling Office	99	20.2	20					27.3	6			11.1	2	35.0	7
Campus Police	293	15.7	46	10.0	2			28.6	18			12.9	8	23.8	10
Campus Manager's Office	226	14.2	32	13.3	2			9.3	4	4.2	1	25.0	9	22.2	10
Room Scheduling Services	160	13.8	22					31.0	9			13.8	4	20.7	6
Provost's Office--EVC, RGC, RVS	190	13.7	26	25.0	1			5.3	1	22.2	2	18.8	12	9.5	4
Admissions & Records Office	217	13.4	29					13.7	7	16.7	3	8.9	4	11.4	4
Provost's Office--CYP, NRG, PIN	157	13.4	21	7.7	1			10.4	7	4.8	1	20.0	3	12.5	1
Learning Lab	108	13.0	14	22.2	2			4.8	1	18.2	2	15.0	3	15.0	3
Financial Aid Office	80	12.5	10					12.5	2			25.0	4	12.5	2
Evening Supervisor's Office	108	10.2	11			20.0	1	23.1	6			9.1	2	5.6	1
Food Service (NRG, PIN)	98	10.2	10					8.8	5	4.8	1			33.3	1
Mailroom Services	267	10.1	27	16.7	2			6.5	4	15.4	4	15.4	6	6.8	3
Testing Center	187	9.1	17		1			8.2	4			16.1	5	11.1	3
Duplication Services	290	7.6	22					11.7	7	15.0	3	9.8	6	7.5	3
Learning Resource Services	210	3.8	8	6.3	1					5.0	1	4.8	2	4.5	2

Table 20

Campus-based Offices/Services:
Ratings of Dissatisfaction with Promptness, Quality, Attitude, and Overall Service

NOTE 1: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"

NOTE 2: includes offices with dissatisfaction ratings for overall service at least 5% above All Respondents (includes all campuses and unknown) and with at least 80 respondents overall

Campus-based Offices/Services	promptness		quality		attitude		overall	
	%	n	%	n	%	n	%	n
Northridge								
Advising Office	37.5	9	41.7	10	41.7	10	41.7	10
Campus Police	26.6	17	31.7	20	30.2	19	28.6	18
Counseling Office	21.7	5	31.8	7	22.7	5	27.3	6
Custodial Services	35.9	14	36.8	14	35.1	13	34.2	13
Evening Supervisor's Office	25.9	7	23.1	6	19.2	5	23.1	6
Room Scheduling Services	31.0	9	34.5	10	25.0	7	31.0	9
Rio Grande								
Bursar's Office	23.4	11	28.3	13	28.3	13	28.9	13
Campus Manager's Office	17.1	6	22.2	8	22.2	8	25.0	9
Mailroom Services	13.2	5	18.4	7	13.2	5	15.4	6
Provost's Office--EVC, RGC, RVS	17.2	11	17.2	11	21.9	14	18.8	12
Testing Center	16.1	5	16.1	5	22.6	7	16.1	5
Riverside								
Advising Office	32.0	8	40.0	10	36.0	9	36.0	9
Bookstore	41.2	14	48.5	16	39.4	13	43.8	14
Bursar's Office	43.2	16	34.3	12	41.7	15	41.7	15
Campus Manager's Office	19.1	9	22.2	10	17.8	8	22.2	10
Campus Police	17.8	8	23.3	10	28.6	12	23.8	10
Counseling Office	36.4	8	36.8	7	40.0	8	35.0	7
Custodial Services	37.0	17	38.6	17	26.7	12	33.3	15
Micro Computer Support Services	34.8	8	31.8	7	31.8	7	36.4	8
Office of the Campus Dean of Student Services	33.3	6	38.9	7	44.4	8	38.9	7
Room Scheduling Services	20.0	6	13.8	4	24.1	7	20.7	6

Survey Form

[survey not available]